

**516E.13 Orders, investigations, examinations, and subpoenas.**

1. The commissioner may take actions which are necessary or appropriate for the protection of service contract holders or for the effective administration of [this chapter](#). The commissioner may make private and public investigations and examinations as the commissioner deems necessary to determine whether any person has violated or is about to violate [this chapter](#) or a rule or order adopted or issued pursuant to [this chapter](#).

2. In an investigation or proceeding under [this chapter](#), the commissioner or any officer designated by the commissioner may administer oaths and affirmations, subpoena witnesses and compel their attendance, take evidence, and require the production of records which the commissioner deems relevant or material to an inquiry, all of which may be enforced in accordance with [chapter 17A](#).

3. A person is not excused from attending and testifying or from producing a document or record before the administrator or in obedience to a subpoena of the administrator or an officer designated by the administrator, or in a proceeding instituted by the administrator, on the grounds that the testimony or evidence, documentary or otherwise, required of the person may tend to incriminate or subject the person to a penalty or forfeiture. However, a person shall not be prosecuted or subjected to any penalty or forfeiture due to a transaction or matter about which the person is compelled, after claiming privilege against self-incrimination, to testify or produce evidence, documentary or otherwise. The person testifying, however, is not exempt from prosecution and punishment for perjury or contempt committed while testifying.

4. Upon the commissioner's determination that a provider, service company, or third-party administrator has engaged, is engaging, or is about to engage in any act or practice constituting a violation of [this chapter](#) or a rule adopted pursuant to [this chapter](#), the commissioner may issue a summary order directing the person to cease and desist from engaging in the act or practice resulting in the violation or to take other affirmative action as in the judgment of the commissioner is necessary to comply with the requirements of [this chapter](#).

a. If a hearing is not timely requested, the summary order becomes final by operation of law. The order shall remain effective from the date of issuance until the date the order becomes final by operation of law or is overturned by a presiding officer or court following a request for hearing. A person who has been issued a summary order under [this subsection](#) may contest the order by filing a request for a contested case proceeding as provided in [chapter 17A](#) and in accordance with rules adopted by the commissioner. However, the person shall have at least thirty days from the date that the order is issued in order to file the request. [Section 17A.18A](#) is inapplicable to a summary order issued under [this subsection](#).

b. A person violating a summary order issued under [this subsection](#) shall be deemed in contempt of that order. The commissioner may petition the district court to enforce the order as certified by the commissioner. The district court shall adjudge the person in contempt of the order if the court finds after hearing that the person is not in compliance with the order. The court shall assess a civil penalty against the person in an amount not less than three thousand dollars but not greater than ten thousand dollars per violation, and may issue further orders as it deems appropriate.

[90 Acts, ch 1145, §11](#)

[C91, §321I.14](#)

[94 Acts, ch 1031, §4](#); [2000 Acts, ch 1147, §11, 15](#)

[C2001, §516E.13](#)

[2005 Acts, ch 70, §37](#)